

VACANCY ANNOUNCEMENT

VA Palo Alto Health Care System

THE DEPARTMENT OF VETERANS AFFAIRS IS AN EQUAL OPPORTUNITY EMPLOYER

All applicants receive consideration without regard to race, religion, color, national origin, non-disqualifying mental or physical disability, age (with authorized exceptions), sex, political affiliation, or any other non-merit factor.

Vacancy Annc No. 05-239 (AG)		Opening Date 10/12/2005	Closing Date 11/1/2005	U.S. Citizenship Required <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (See notes below)
# Posns Two	Position Title Medical Support Assistant/OA		PD Number 01518A	Pay Plan, Series, Grade GS-679-5
Service Nursing, Ambulatory Care Outpatient Clinics			Promotion Potential None	Salary Range \$34,310 to \$40,551 per annum
Duty Station Palo Alto, CA			Tour of Duty 8 a.m. – 4:30 p.m., Monday - Friday	
Work Schedule <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Intermittent <input type="checkbox"/> Part-time @ ____ hrs/wk		Subject to Bargaining Unit <input checked="" type="checkbox"/> Yes-Minimum posting: 15 work days <input type="checkbox"/> No-Minimum posting: 10 calendar days		Subject to Supervisory Probationary Period <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (First-time supervisors subject to 1 year)
<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary NTE ____ <input type="checkbox"/> Term NTE ____		Subject to Drug Testing <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (See notes below)		Physical or Medical Examination Required <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (See notes below)
Travel and/or relocation expenses <input type="checkbox"/> may be authorized <input checked="" type="checkbox"/> are not authorized		Applicants currently serving under recruitment or relocation bonus service obligation must notify this office of the conditions of their agreement.		
		Relocation bonus <input type="checkbox"/> may be authorized <input checked="" type="checkbox"/> is not authorized	Recruitment bonus <input type="checkbox"/> may be authorized <input checked="" type="checkbox"/> is not authorized	
Area of Consideration - For information on application procedures, see section on 'HOW TO APPLY' <input checked="" type="checkbox"/> Current PERMANENT employees of the VA Palo Alto Health Care System. <input checked="" type="checkbox"/> Current VA employees eligible for transfer. <input checked="" type="checkbox"/> Veterans eligible for appointment under the Veterans Recruitment Appointment (VRA). <input checked="" type="checkbox"/> Veterans eligible for appointment under the Veterans Employment Opportunities Act (VEOA). <input checked="" type="checkbox"/> 30% or more Service-Connected Compensably Disabled Veterans. <input checked="" type="checkbox"/> Schedule A (handicapped) eligibles. <input checked="" type="checkbox"/> STATUS applicants eligible for transfer or reinstatement. <input type="checkbox"/> PUBLIC - All other interested candidates not meeting any of the above categories.				
Point of Contact - Inquiries should be directed to the following individual at (650) 858-3951. Akiko Giordono, Human Resources Specialist				
REASONABLE ACCOMMODATION This office provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and hiring process, please notify this office. The decision on granting reasonable accommodation will be on a case-by-case basis.				
THE DEPARTMENT OF VETERANS AFFAIRS SUPPORTS A DRUG-FREE ENVIRONMENT				

DUTIES: The incumbent serves as a Medical Support Assistant in the Nursing Ambulatory Care Outpatient Clinics, located at the Palo Alto Campus. He/she initiates and carries out a wide variety of advisory and technical duties including serving as a receptionist, providing telephone assistance and triage of phone calls, scheduling, receiving, interviewing, processing patients for admission/registration and routing veterans for outpatient medical care, and providing administrative support for the clinical staff. Duties include but are not limited to: applying Federal laws and regulations to determine the veterans eligibility for medical care and, as necessary, providing explanations regarding patient-co-payment; obtaining and assembling pertinent records ensuring that appropriate forms are available for the health care provider's use; transcribing orders and providing appropriate instruction to patients for any laboratory, x-ray or testing to be done; scheduling patients for follow-up appointments or if necessary, admission for inpatient care; and collecting, compiling, and accurately entering various data into the Decentralized Hospital Computer Program (DHCP). The incumbent is responsible for protecting sensitive data from unauthorized release or from loss, alteration or unauthorized deletion in accordance with applicable regulations and laws. A qualified typist is required.

QUALIFICATION REQUIREMENTS:

Specialized Experience: Applicants must have one year of specialized experience equivalent to the GS-4 level in Federal service.

Specialized experience is experience, which has equipped the applicant with the particular knowledge, skills and abilities necessary to satisfactorily perform the duties of the position described above.

Typing Proficiency: The minimum typing skill of 40 words per minute is required. Typing and Computer Proficiency must be verified through past work history, typing test certificate or self certification statement, and it must be submitted with your application.

SUBSTITUTION OF EDUCATION FOR EXPERIENCE: You must submit a copy of your college transcripts to provide evidence/verification of completed course work.

GS-5: Successful completion of four years above high school in an accredited business or technical school, junior college, college or university and the level of course work must have been equivalent to at least the junior-and senior year levels of a baccalaureate program, or Bachelor's degree.

APPLICANTS PLEASE NOTE: Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.) Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education. Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html> All education claimed by applicants will be verified by the appointment agency accordingly.

VOLUNTEER EXPERIENCE: Appropriate credit will be given for voluntary participation in community, social service, and similar activities.

BASIS OF RATING: Your rating will be based on the quality of your experience as shown in your application and elements. Listed below are the knowledge, skills and abilities considered essential for successful performance in this position. These elements will be used to determine the highly qualified candidates to be referred to the selecting official. Provide, on a separate sheet of paper, a DETAILED description of your experience as related to the knowledge, skills and abilities listed below. Incomplete, vague, or contradictory information may affect your rating.

1. Ability to plan and organize work.
2. Ability to make sound decisions and to follow oral and written instructions.
3. Ability to use and understand medical terminology.
4. Ability to prepare clinical and standard forms related to operations of a health care clinic.
5. Ability to communicate courteously, clearly, and concisely both orally and in writing with people from a variety of backgrounds.

ADDITIONAL NOTES:

- ◇ **Additional Vacancies:** This announcement may be used to fill additional vacancies occurring within 90 days.
- ◇ **U.S. Citizenship:** If applicable, non-citizens may be appointed when no citizens are available in accordance with regulations issued by the Under Secretary for Health.
- ◇ **Promotion Potential:** If applicable, the candidate may be non-competitively promoted up to the full performance level without further competition provided they demonstrate satisfactory performance, meet applicable administrative requirements, and there is sufficient work at the higher grade level.
- ◇ **English Language Proficiency:** If applicable, individuals appointed to direct patient care positions must be proficient in spoken and written English as required by Title 38, United States Code (38 U.S.C.).
- ◇ **TB Skin Screen Test:** All applicants selected for employment with the VAPAHCS will be required to meet TB screening requirements before being placed into this position.
- ◇ **Physical / Medical Standards:** If applicable, candidates will be required to pass a physical examination.
- ◇ **Drug Testing Position:** All applicants tentatively selected for VA employment in a testing designated position are subject to random drug screen (urinalysis) for illegal drug use prior to appointment. Applicants who refuse to be tested will be denied employment with the VA.
- ◇ **Direct Deposit / Electronic Funds Transfer:** It is a policy of the Department of Veterans Affairs to require new employees to receive Federal wage and salary payment through Direct Deposit/Electronic Funds Transfer. On the first day of duty, new employees must bring their Social Security Card/Number, photographic identification card, and information regarding their financial institution.

HOW TO APPLY:

Eligible Permanent Employees of VAPAHCS - Submit OF-612 (Optional Application for Federal Employment), Resume, or VA Form 5-4078 (Application for Promotion or Reassignment), by the closing date of this announcement. Your response to the Evaluation factors/KSA's must be received by the HR Office no later than 7 calendar days after the closing date of the announcement.

All others, submit:

1. OF-612 - Optional Application for Federal Employment; or
RESUME - If a resume is submitted, you must include information requested in the flyer "Applying for a Federal Job," Optional Application for Federal Employment form (OF-612), and the information requested in this announcement.
2. OF-306 - Declaration of Federal Employment. You must complete this form to determine your acceptability for Federal employment.
3. DD-214 - Military Discharge Paper indicating the period of service and the character of discharge. Veterans claiming veterans preference and those eligible for employment under veterans hiring authorities must submit a copy.
4. SF-15 - Application for 10-Point Veteran Preference. If you are applying for 10-point veterans preference, you must submit this form and the required documentation specified on the reverse of the SF-15.
5. SF-50B - Notification of Personnel Action. Transfer/Reinstatement Eligibles must submit a copy of their latest/last SF-50B.
6. ACTAP - If you are currently a Department of Veterans Affairs employee who has received a Reduction-in-Force (RIF) separation notice or a Certificate of Expected Separation, you may be entitled to special priority selection under the Department of Veterans Affairs Agency Career Transition Assistance Program (ACTAP). To receive this priority consideration, you must:
 - a. Be a current Department of Veterans Affairs career or career-conditional (tenure group I or II) competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES), and the date of the RIF separation has not passed and you are still on the rolls of the Department of Veterans Affairs. You must submit a copy of the RIF separation notice or CES along with your application upon request.
 - b. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have greater promotion potential than the position from which you are being separated.
 - c. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
 - d. Be currently employed by the Department of Veterans Affairs in the same commuting area of the position for which you are requesting priority consideration.
 - e. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
 - f. Be rated well-qualified for the position. ACTAP candidates who attain a score of 90 for the rating criteria developed for the position (e.g., KSAOs, job elements, etc.) will be considered well-qualified.
7. ICTAP - If you are a displaced Federal employee, you may be entitled to receive special priority selection under the Interagency Career Transition Assistance Program (ICTAP). To receive this priority consideration, you must:
 - a. Be a displaced Federal employee. The following categories of candidates are considered displaced employees. You must submit a copy of the appropriate documentation such as RIF separation letter, letter from OPM or agency documenting your priority consideration status with your application package.
 - b. Be a current or former career or career-conditional (tenure group I or II) competitive service employee who:
 - 1) Received a RIF separation notice; or
 - 2) Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place you; or
 - 3) Retired with a disability and whose disability annuity has been, or is being, terminated; or
 - 4) Upon receipt of a RIF separation notice, retired on the effective date of the RIF and submits a copy of your SF-50B which indicates "Retirement in Lieu of RIF"; or
 - 5) Retired under the Discontinued Service Retirement (DSR) option; or
 - 6) Was separated because you declined a transfer of function or directed reassignment to another commuting area.
 - c. Be a former Military Reserve or National Guard Technician who is receiving special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of the Title 5, United States Code.
 - d. Be applying for a position at or below the grade level of the position from which you have been separated.
 - e. Has a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement.)
 - f. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
 - g. File your application package by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
 - h. Be rated well-qualified for the position. To be rated well-qualified for the position, you must:
 - 1) meet the qualification standard and eligibility requirements for the position, including any medical qualifications and minimum educational and experience requirements;
 - 2) meet all selective factors, where applicable, and appropriate quality ranking factor levels, as well as knowledge, skills and abilities (KSAs) factor(s) for this position. Well-qualified candidates are those who attain 90 of the total points possible for the rating criteria developed for the position (e.g., KSAOs, job elements, etc.); and
 - 3) be physically qualified, with reasonable accommodation, where appropriate, to perform the essential duties of the position.
8. College Transcript - If required substituting education for experience, you must submit a copy of your college transcripts.
9. Schedule A applicants only - Letter from the State of California Department of Rehabilitation or from a qualified VA Counselor certifying eligibility for appointment to this position.
10. Performance Appraisal - Current/Former Federal employees must submit a copy of their most recent performance appraisal.
11. On a separate attachment(s), describe your work experience/education as it relates to each of the factors listed under BASIS OF RATING above.

To receive consideration, all application materials must be postmarked or received in this office by the closing date. Any information not submitted with your original application will not be considered. Failure to submit the requested material and response to the rating factors may result in a lower rating in the evaluation process.

All application materials will become the property of the Human Resources Management Service and will not be returned, used for other positions, or duplicated once submitted.

In accordance with 18 U.S.C. 1719, use of postage-paid government agency envelopes to file job applications is a violation of Federal law and regulation. Applications mailed in postage-paid government envelopes, sent by Federal agency special courier services or submitted through Federal fax machines will not be considered.

APPLICATIONS SHOULD BE MAILED TO:

Human Resources Management Service (05A)
VA Palo Alto Health Care System
3801 Miranda Avenue
Palo Alto, CA 94304